

Surya Mutreja
Endpoint Support Engineer | Dallas, Texas
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Professional Experience:

Endpoint Support Engineer | Zensar Technologies — Client: Cencora | Dallas, TX | Feb 2026 – Present

- Supported enterprise technical operations through Windows 10/11 endpoint provisioning, reprovisioning, imaging, reimaging, device configuration, and post-deployment troubleshooting.
- Troubleshoot provisioning failures, imaging issues, hardware concerns, application errors, connectivity problems, user setup issues, and device-related incidents while documenting resolution steps in ServiceNow.
- Coordinated endpoint and hardware lifecycle operations including device preparation, configuration, asset tracking, shipping coordination, replacement-device support, and deployment readiness.
- Maintained accurate support, logistics, deployment, incident, inventory, and escalation documentation to improve operational visibility, team handoffs, and issue resolution consistency.

IT Lead Analyst | IT Support Services, Chico State | Mar 2022 - Dec 2025

- Managed over 300 ServiceNow incident and service request per week queues with accurate categorization, prioritization, documentation, escalation tracking, and resolution ownership.
- Provided frontline and escalated technical support for Windows 10/11, macOS, endpoint, application, account, access, classroom/user technology, and network connectivity issues while following ITSM workflows.
- Collaborated with technical teams to triage recurring technical issues, coordinate handoffs, and support timely resolution of user-impacting endpoint, application, access, and connectivity problems.

System Support Specialist | GVS Sports | Jul 2020 - Dec 2020

- Developed reports and dashboards that tracked HR-related metrics such as transaction activity, user behavior, and associate engagement.
- Collected and analyzed data from payment and customer service systems, identifying trends and producing ad hoc reports for leadership.
- Built data-driven tools to monitor associate performance and service quality, supporting leadership in decision-making and process improvements.
- Translated large, complex datasets into actionable insights for cross-functional teams, improving efficiency and employee support processes.

Education:

California State University, Chico

B.S. Business Information Systems: Management Information Systems (2021 – 2025)

Dean's List (Fall 2023, Spring 2024, Fall 2024, Spring 2025, Fall 2025)

Relevant Coursework: Python fundamentals, REST API concepts, Git/version control basics, AI/LLM concepts, prompt engineering, RAG architecture, AWS cloud fundamentals, data privacy and secure system workflows

Technical & Business Skills:

IAM, Identity Governance, Access Management, Identity Lifecycle Management, User Provisioning/Deprovisioning, Active Directory Support, Microsoft Entra ID Support, Role-Based Access Control, Privileged Access Concepts, Endpoint Security, Microsoft Intune, Company Portal, ServiceNow ITSM, Windows 10/11